

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Ordering new stock</div><div>Starts looking for some solution</div><div>Browse</div><div>View detail on existing solution in progress</div><div>The customer faces the problems when new orders are to be placed</div><div>He/she starts to search for solution on online like websites or ads</div><div>Browse deeply through the matching solutions</div><div>starts contacting the person already using the solution and learns about it</div></div>	<div><div>Start purchase of the solution?</div><div>confirm the purchase</div><div>The solution is explained by the provider</div><div>After deciding, the go on to purchase the solution</div><div>knowledge is gained a purchase order is placed</div><div>The solution details is shared with the customer</div></div>	<div><div>Get the software solution delivered to the customer</div><div>the customer orders the goods required using the solution</div><div>Experience the inventory storage minimal usage</div><div>the solution is delivered to the customer and the working is explained to them.</div><div>the required goods will be ordered using the previous datasets and analysing the demand and supply</div><div>the minimal storage will lead to better profits and higher return of investment</div></div>	<div><div>Prompt for review</div><div>screen</div><div>A email and a message is sent about how it is performing and if any queries need to be solved</div><div>the customer gives a review and feedback form along with rating</div><div>The used solution and period of use appears on the app.</div><div>Personalized recommendations</div><div>The used solution appears on the list and will remind you of the experience</div><div>personalized recommendation for another solution or to share it with friends & family.</div></div>	
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div>Booking through the app or software depending on the device.</div><div>Shows all the available options depending on the size of inventory</div><div>A demo video they can watch to experience how it works</div><div>The solution if it is compatible with the present inventory space</div></div>	<div><div>A easy interface very friendly to the user</div><div>Easy payment overlay</div><div>A completely friendly visualization on the goods</div></div>	<div><div>Direct interaction with the customer gives a pleasant knowledge sharing source</div><div>Interaction with the goods delivered so to know the restock for rough calculations</div><div>Most common things people interact with are goods, customers.</div></div>	<div><div>Depending on the solution they have taken</div><div>Direct interaction with the customer</div><div>A satisfied customer is put up on the company website logs</div></div>	
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person’s primary goal or motivation? (“Help me…” or “Help me avoid…”)</div>	<div><div>Help me avoid excess storage of goods</div><div>Only to store the most demanded goods</div><div>Help me understand what this is all about</div></div>	<div><div>Help me get through this payment without too much hassle</div><div>Help me make sure I don't forget about my tour so that I don't waste money or get disappointed</div></div>	<div><div>Helps me feel confident on running the inventory without any hassle</div><div>Helps me make most out of the solution in terms of time aswell as profit</div></div>	<div><div>Help leave the place with a satisfied feeling</div><div>Help me see what i was doing before this solution and post solution.</div></div>	
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>Its fun looking at various options which makes theyre storage problem easy</div><div>A demo video or a video from a previous customer will give them more confidence</div><div>The confidence that the solution is really affective</div><div>Excitement about the implementation of the new solution.</div></div>		<div><div>The solution being so good that people tend to recommend it to their friends and family</div><div>People love the solution having a satisfaction rate of about 95%</div></div>	<div><div>People leave the place with a very happy feeling and confirmation they will come back for it</div><div>People like to compare different types of ROI on bussinesses</div></div>	
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>People sometimes are scared to change to new solutions thinking it will spoil the present pace itself</div><div>People experience a lot of unwanted or overload information also</div><div>People feel that the solution might be too expensive to afford</div></div>		<div><div>people find about the system updates</div><div>People find it annoying if any bugs are present</div></div>	<div><div>customers report reviews honestly based on experience</div></div>	
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>Could we place a live interaction or a demo for clear understanding</div><div>Make it easier to compare with the solutions provided by others</div><div>A easy solution to avoid storage overload with high ROI</div></div>		<div><div>Take the customer feedback and clear it within 24 hours</div></div>	<div><div>How we might take the review and welcome for any POV</div><div>How we will remind them to celebrate or provide offers to our valuable customers</div></div>	